

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**In the application of** : Tony McCORMACK  
**Serial No.** : 10/828,697  
**Filed** : April 21, 2004  
**For** : Management of Contacts in a Network of  
Contact Centers  
**Examiner** : Susan F RAYYAN  
**Art Unit** : 2167  
**Customer number** : 23644

**PETITION FOR EXTENSION OF TIME**

Honorable Director of Patents and Trademarks

PO Box 1450

Alexandria, VA 22313-1450

Dear Sir,

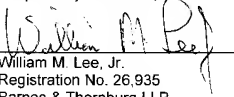
In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of one month to further respond to the Office Action mailed March 22, 2007.

Response will therefore be timely if filed with the Patent and Trademark Office no later than July 22, 2007.

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$120.00 should be deducted from Deposit Account No. 12-0913.

July 12, 2007

Respectfully submitted,



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